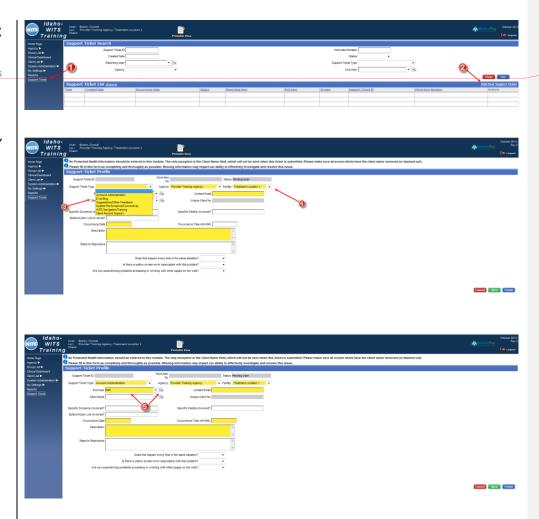
Creating Support Tickets

Account Administration Support Tickets

These are created when there are staff member access activities that need to be changed in WITS, such as add/remove roles or permissions.

- **1. Getting here in WITS:** Login, select the Facility, select **Support Ticket** on the navigation pane.
- 2. Click on Add New Support Ticket.
- **3.** Select <u>Account Administration</u> from the drop down menu.
- **4.** Select the correct **Facility**.
- 5. Enter the first couple of letters of the End
 User's last name and click on the magnifying
 glass. Select the correct name from the drop
 down menu. The Contact Email will auto
 populate.

Note: End user is the person who will receive questions regarding this support ticket.



Formatted: Font color: Accent 5

- **6.** Enter the date and time of the change in Occurrence Date and Occurrence Time, as well as a brief description of the change, including the staff's name, in Description. Click on Save.
- **7.** Click on <u>Browse</u> and attach the appropriate supporting document. Click <u>Save</u>.
- 8. Click on **Submit to WITS Admin**.

